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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**Patent Application**

Inventor(s) N. Elsey et al.

Case 41698.1007

Serial No. 09/865,230

Examiner A. Hoosain

Filing Date May 25, 2001

Group Art Unit 2645

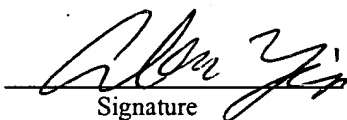
Title Technique for Providing Personalized Information and Communications Services

**RESPONSE TO RESTRICTION REQUIREMENT**

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 25, 2004.

Alex L. Yip

Attorney Name



Signature

34,759

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June 25, 2004

Date of Signature

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Sir:


This is responsive to the Office Action dated May 26, 2004 in the above-referenced patent application, requiring applicants to elect one of Inventions I through VIII identified by the Examiner for examination under 35 U.S.C. §121.

The Examiner asserted that the identified inventions are unrelated, stating that "they are not disclosed as capable of use together ...." Applicants respectfully submit that this assertion by the Examiner is incorrect. In fact, the present application discloses at

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least one illustrative embodiment of the invention in which the allegedly different inventions are implemented in the same network of information/call centers in an integrated fashion. However, as required by the Examiner, applicants hereby elect, with traverse, Invention II represented by claims 13-18, and 92-96 to be examined.

Respectfully,

By   
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Date: June 25, 2004